

ANNUAL RECREATION SURVEY TELLS ALL

Laura R. Fogarty, Recreation Chief

Each year the AFRH Recreation Services Division (formally known as the Leisure and Wellness Division) surveys the residents to see if we are meeting the needs of our residents. Obviously we can't please everyone all the time but our goal is to offer a variety of programs and events both on and off campus that will enhance the lives of our residents and will provide a fun experience for those participating. We encourage resident input with an open door policy, a suggestion box and with monthly suggestion meetings for trips. We recently developed a Marketing Recreation Committee to discuss how we market our programs and activities better. All residents are invited to attend these quarterly meetings. Meeting dates and times will be posted in the weekly bulletin. The customer service we provide to our residents is also very important to all of the staff and we will continue to work hard to take care of our residents.

I am going to highlight at this time some comparisons between the 2005 and 2006 surveys, which I feel, are worth noting. It is very obvious both last year and this year that our Library is our number one used facility with over 200 residents commenting that they use this facility. That is very good and we will continue to provide a well balanced Library for you with varied books, periodicals, large print apparatus, movies and reference materials. On a side note, our new Library will begin on Sept 5, 2006. Next in line for most used facilities are the Fitness and the Computer Lab. These facilities continue to be popular.

Within the programs/activities portion trips were our number one interest both years and I am not surprised by this. Residents are encouraged to provide input on places of interest for day trips and we are also researching overnight trips for the future. Cookouts, picnics and the monthly birthday celebrations all ranked high on the survey as well. We realize our residents like to relax, listen to some great music, dance and drink a little and love to eat. We aim to please and that is what having fun is all about.

Overall the activities, facilities and customer service within the Recreation Services Division is rated within the above average and outstanding categories which is a good indication that the Recreation staff is working hard to meet the resident's needs. Thank you to all my recreation staff for caring as you do for our residents and for your hard work daily to be the best Recreation Division in the world! Keep up the great job!

We will continue to work hard to provide high quality programs and service for all of our residents. Thank you to all those residents who took the time to answer our survey. A copy of the survey is located in my office, Sheridan building, room 1002 for those residents interested in the detailed data.